



PO Box 470 • 255 Sarazin Street
Shakopee, Minnesota 55379
Main 952.445-1988 • Fax 952.445-7767
www.shakopeeutilities.com

Customer Service Billing Representative

Shakopee Public Utilities is now accepting applications for a Customer Service Billing Representative. This position is responsible for providing exceptional service to customers while handling billing inquiries, processing payments and resolving any related issues. This position requires strong communication skills, attention to detail, and the ability to address customer concerns efficiently and professionally. Processing account activity beginning with setup through termination of service. This position switches tasks throughout the day and requires flexibility and willingness to learn new processes and adapt to changing work demands.

Degree Qualifications include High School diploma or equivalent

Experience: 1 to 2 years' experience in customer service and billing is required

Working knowledge: Ability to establish positive customer rapport, handle disputes with diplomacy and professionalism, strong organizational skills, pivot and adapt to changes, collaborate effectively with cross-functional teams and identify and implement solutions to complex customer needs. Ability to lift between 20 to 30 pounds.

Valid State of MN Class "D" Driver's license required.

All Benefits apply including Medical, Dental, Life, Long Term. Disability, PERA, Vacation, Sick and Holiday.

Wage Range: \$28.99/hr – \$36.24/hr

Submit resume and application to HR@shakopeeutilities.com or by to mail to Shakopee Public Utilities, Attn: Human Resources, PO Box 470, 255 Sarazin Street, Shakopee, MN 55379-0470. For an application form and full job description, visit our web site at www.shakopeeutilities.com.

The deadline for applications is October 16, 2025.



SHAKOPEE PUBLIC UTILITIES POSITION GUIDE

October 1, 2025

Position Title: Customer Service and Billing Representative

Department: Finance

FLSA Status: Non-Exempt

Organizational Relationship:

Reports to: Customer Service and Billing Supervisor

Supervises: None

Position Summary:

Responsible for providing exceptional service to customers while handling billing inquiries, process payments, and resolving any related issues. This position requires strong communication skills, attention to detail, and the ability to address customer concerns efficiently and professionally. Processing account activity beginning with account setup through termination of service. This position switches tasks throughout the day and requires flexibility and willingness to learn new processes and adapt to changing work demands.

Essential Duties and Responsibilities:

1. Assist customers with setting up new utility accounts, transferring service or stop service requests.
2. Provide detailed information about rates, meter readings, and consumption.
3. Respond to customer inquiries via phone, email, and online channels regarding accounts, outages, and billing, while handling complaints professionally and ensuring timely resolutions.
4. Provide accurate estimates for title checks.
5. Set up payment arrangements or budget billing as needed.
6. Adhere to company policies, procedures, and regulatory standards governing billing practices and customer data management.
7. Process customer payments across multiple channels, including in-person and mail, using various payment methods such as cash, credit/debit cards, and checks.
8. Document customer interactions and maintain accurate customer records, including contact information (phone numbers, emails), in the system to ensure thorough tracking of inquiries and resolutions.
9. Partner with colleagues and other departments to ensure timely and effective resolution of complex service or billing issues.

10. Serve as a backup for the dispatch desk during absences, ensuring continuity of service scheduling and communication with field staff.
11. Remain adaptable and open to learning, processes, and changing work demands in a dynamic utility environment.

Competencies (Knowledge/Skills/Abilities):

Analytical Skills – Ability to interpret data, and reports to identify errors and inefficiencies. High attention to detail.

Communication – Strong communication skills. The ability to provide clear and effective verbal and written communication.

Conflict Resolution: Ability to handle disputes with diplomacy and professionalism. Knowing when and how to escalate unresolved billing issues to supervisors or higher authorities

Customer Service - Responsively address the needs of the customer and establish customer rapport.

Interpersonal Skills – Ability to foster positive relationships with customers and team members.

Mathematical Skills: Experience in billing processes. Ability to perform accurate calculations involving addition, subtraction, multiplication, and division.

Planning/Organizing – Strong organizational skills, ability to manage multiple priorities, and exercise sound judgement within areas of responsibility.

Problem Solving –The ability to work with others to identify and implement solutions to complex customer service and billing issues.

Teamwork – Demonstrate teamwork behaviors, such as collaboration, respect, and accountability, to set the standard for the team.

Safety – Demonstrates a commitment to safety of self and others by following company safety rules, guidelines, and procedures. Use equipment and materials properly while demonstrating good housekeeping. Report potentially unsafe conditions. Meet full requirements of 100% participation in safety training. Attend Safety and Security Committee meetings as assigned.

Computer Skills: Proficient with Microsoft Office Suite or related software. NISC system (helpful)

Qualifications (Education/Training/Experience):

Education: High School diploma

Experience: 1-2 years' experience in customer service and billing is required

Certificates and Licenses: Valid State of MN Driver's license

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and laptop computers, photocopiers, and smartphones. The



PO Box 470 • 255 Sarazin Street
Shakopee, Minnesota 55379
Main 952.445-1988 • Fax 952.445-7767
www.shakopeeutilities.com

noise level in the work environment is usually moderately quiet and work is done indoors. There can be extreme noise.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.

The Position Guide does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of Shakopee Public Utilities and the requirements of the job change.